

The **IPN DISPATCH**

IPN
INCIDENTPAGE.NET
Real News. Real Time.™

IPN Monthly Dispatcher Update

January 2018

DISPATCHER OF THE MONTH

We are pleased to announce that OHI065 has been named DOTM!

With only 2 years at IPN, he knocks it out of the park each week!

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

WELCOME 2018



Happy New Year IPN Dispatchers!

I hope that you enjoyed a safe and joyful holiday with your loved ones. And I want to take this opportunity to send a sincere "thank you." Because of your quality work and incredible dedication, IPN continues to thrive.

We will continue to push forward with new ideas and improvements, and we are dedicated to provide you with the best experience possible. If you have suggestions on how we can improve, please let me know.

I am personally grateful to each one of you for your tremendous efforts, and I wish everyone a rewarding, joyous new year.

Sincerely,
Rick White

IPN Founder and President

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PAGE NOW OR LATER?

With changes in modern construction, and building contents being more hazardous than ever, many fire departments are changing their operating policies to get a RIT team established earlier in the fire. This proactive approach often calls for a quicker working fire declaration. In many cases at the first sign of smoke the call is being automatically upgraded. This takes place before the first arriving officer even has the opportunity to assess conditions.

IPN became the nation's leading notification network simply by sending only confirmed working fires to the system. Hence, our slogan *Real News. Real Time.*™ When a fire department officer states "working fire," we know it's legit. However, these new auto policies take the decision out of the hands of the officer.

In one area where such a policy was recently enacted, members have been hesitant to transmit an alert on IPN based the automatic upgrade. Although we want to wait for a better report, holding for a better report could delay the notification by 10-15 mins. That goes against what we do: providing Real News in Real Time as our slogan indicates. If the FD pulls the trigger and upgrades the call we should do the same and promptly.

But now this leads to the question "what happens when responders get to the second floor and find a trash barrel burning or pot roast gone bad?" Update your page with the details. That's the "Real News" portion we promote in our slogan. Members need to know if the working fire page is legit or not. Since we are just retransmitting what the department gives to us, it's out of our hands and we do the best we can with the information we are given.



Your initial page as well as the update will remain in the database even if the incident fizzles out. You will get points as long as it is an official working fire as determined by local protocols. We want to stress that you still need to wait for a working fire in areas that do not employ an automatic upgrade.



12-03-2017 02:55 |DFW| Dallas, TX (Dallas County)| Major Accident| DPD 5| Denton Dr & Inwood Rd| PD O/S with a car vs bridge support with fire & entrapment. 1 victim DOS| DFW156

Photographed by DFW156



12-31-2017 09:44 | ARI /
ARI| Maricopa, AZ (Pinal
County)| 1 ALM| A12 -
154.130| 43700 W Magnolia
Rd| Working House Fire -
BC571 I/C - Heavy smoke
showing M/A:Phoenix
M/A:Chandler| ARI018

Photographed by
David French

TRAUMA ALERT REVIEW

Over the past few months the QA team has seen an uptick in the number of questionable pages sent over the Trauma Alert group. These have ranged from back pain, single digit amputations and snake bites to minor burns. It is super important that this category only be used as it is intended so we are taking this space to review the Guideline.

The single, most important factor in the selection of this group is that the person must have **serious, critical or life threatening injuries**. In most cases this determination is made by the authority having jurisdiction on medical responses. If Johnny rent a cop is screaming for EMS to respond because Nana skinned her knee wicked-bad, please do

not send a page. That is considered a minor incident. Wait for a report from someone who has been properly trained because they are the only ones who can declare a Trauma Alert.

Never use this category for:

- Inter-facility transfers- this is used for scene calls only
- Stable snake bite or anaphylactic patients- critical condition must be stated
- Calls that have a cause that satisfy any other category- Shootings, Stabbings, MVAs and Auto Peds have their own category
- Minor traumas or relatively insignificant wounds- if it's "just a flesh wound" it is not trauma, such as Nana's skinned knee

12-13-2017
09:56| Wylie| 1
Alarm Fire| Ops5|
1810 Morning Mist
Way|ENG on loc
with 2 story house
smoke showing.|
DFW248

Photo by
Alicia White



RECHARGEABLE BATTERIES

Rechargeable batteries have a unique life span. Most people think that once the battery starts to get old it loses its ability to hold a charge and needs to be thrown away. While this was true of most NiCd batteries its not necessarily so of Nickel Metal Hydride (NiMH) or Lithium Ion (Li-Ion) batteries. The latter two types of batteries can be brought back to life with the use of a battery analyzer and conditioner. Unfortunately, battery analyzers and conditioners are rather expensive and not something the general consumer would purchase. However, there are alternatives that can be used.

I discovered the La Crosse Technology BC1000 battery charger several years ago after having poor performance charging batteries in my scanner. This charger was recommended to me by several users on the RadioReference scanner forums. As it turns out I was not getting the most out of my batteries by charging them in my scanner. (See the [December 2017 newsletter](#) for more information on that.)

Not only could the batteries be charged individually in the BC1000 charger, I was also able to get the most out of my battery by periodically testing each battery's capacity and performance.

For example, I had one battery rated at 2500 milliamp hours [mAh] that was testing at 2150 mAh after one year of use. I decided to keep it and continue using it. This battery came in a

pack of four. After testing the others, only one battery read 1200mAh. This meant three out of the four batteries were good.

I also was able to better utilize my batteries by purchasing another set and rotating them out of my scanner monthly and using the BC1000 to refresh the batteries. This feature charges and discharges the battery several times often bringing a battery with poor performance back to life. I will be the first to admit I often would leave the batteries in my portable scanner for months at a time and always run it off the wall AC adapter. By not cycling the battery for a long time it seemed to lessen its life cycle. There is nothing more annoying then unplugging your scanner only to find the batteries are low, or worse yet, dead.

Another great safety feature of these types of chargers is they monitor the batteries voltage and heat to not overcharge and damage the battery, keeping in mind that heat is very bad for batteries.

By using an external battery charger for my scanner batteries and having an extra set to rotate out I no longer worry about my scanner going dead after a brief period of use.

In the next issue, I will discuss portable battery packs and how they can run a scanner for days. I always keep one in my scanner bag. Do you?

Written by Patrick Wrigg, IPN Support Team

HOTLINE INFO REMINDER

Provide all necessary information. Spell street names and towns.

Text: hotline@incidentpage.net Toll-free Phone: 1-888-339-8259

MONTHLY STATS

The November numbers are in. We are pleased to announce that our army of dedicated dispatchers transmitted over seventeen thousand alerts that month with each of the top three states holding their positions. 1994 Incidents for California, 1887 for New York and 1630 for Florida. Massachusetts rebounded to its place in the fourth slot. The bigger surprises were in the lower six slots.

- Pennsylvania and Ohio rallied to place higher than they have all year at fifth and sixth. Only two calls kept this from being a tie! As we have said, every page counts!!
- Illinois and New Jersey both fell three positions on the chart.
- Michigan has arrived! We have an awesome group of dispatchers in this state. Congrats on making the top 10 Gang! Strong work.

January	February	March	April
New York	Florida	Florida	Florida
California	New York	New York	California
Florida	California	California	New York
New Jersey	New Jersey	Mass	New Jersey
Texas	Mass	New Jersey	Illinois
Mass	Pennsylvania	Maryland	Mass
Pennsylvania	Maryland	Illinois	Texas
Wisconsin	Texas	Texas	Pennsylvania
Ontario	Wisconsin	Ohio	Ohio
Ohio	Illinois	Pennsylvania	Maryland

May	June	July	August
California	New York	California	California
Florida	California	New York	New York
New York	Florida	Florida	Florida
Mass	Mass	Illinois	Mass
Illinois	Illinois	Mass	Illinois
Texas	New Jersey	New Jersey	Texas
New Jersey	Pennsylvania	Texas	Pennsylvania
Ohio	Ohio	Pennsylvania	New Jersey
Pennsylvania	Texas	Maryland	Ohio
Connecticut	Maryland	Connecticut	Maryland

September	October	November
California	California	California
New York	New York	New York
Florida	Florida	Florida
Mass	Illinois	Mass
Illinois	Mass	Pennsylvania
New Jersey	New Jersey	Ohio
Ohio	Ohio	Illinois
Pennsylvania	Maryland	Maryland
Connecticut	Pennsylvania	New Jersey
Maryland	Connecticut	Michigan

We appreciate each and every one of you for contributing and look forward to seeing what you do in 2018!

WELCOME NEW DISPATCHERS!

IPN would like to welcome our newest dispatchers to the team. If you see a new dispatcher in your area, please reach out and say hello.

All new dispatchers are reminded to review the guidelines prior to sending calls. All dispatchers must actively send calls each month to retain free service. If you should run in to an issue that prevents you from being active simply contact Steve Sedlis at support and let him know so that he can give you a "pass" during the monthly activity review.

Dispatch numbers are sequential based on what is available at the time. You are welcome to email support and request an ID change. If the number is available we will gladly make the change for you.

ALA050 Mark	IND005 Justin	NYK032 Robert
CON103 Ari	IOW001 Eric	NYK059 William
FLA024 Wayne	KTY007 Russell	NYK093 John
FLA150 Joe	MAS112 Tyler	OHI008 Noah
FLA204 William	MOU034 Kyle	OHI089 Dan
ILL058 Christian	NHA067 Barry	VIR039 Jared
ILL165 Bill	NHA627 Dave	VIR115 Juan

DISPATCHER REWARDS BOLO

Available soon, you'll want this year's IPN t-shirt! If you tried to order a shirt in 2017 and we did not have your size, be sure to email support with your size if you are planning to order one this year. We want to make sure we got you covered! Get T-shirts using dispatcher points or credit card. We will keep you posted when ready!



CONTACT US

Please send us your article suggestions, incident photos, input, and feedback. We want to hear from you and share it with other dispatchers!

Remember, this is YOUR newsletter!

Newsletter Story & Photo Submission:

newsletter@incidentpage.net

General Support:

support@incidentpage.net

Dispatcher Admin Office:

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